

Listening Certificate

My second semester in Wilmington, I took a course in Interpersonal Communication. Through this course I had to take a computer base training on how to be an effective listener while in conversation with another individual. This course lasted over an hour and had three sub disciplines I needed to master.

This shows my ability to:

- Overcome challenges while being an effective listener
- Know the techniques on how to be an effective listener
- Give constructive feedback

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Listening for Interpersonal Communication - UNCW

LAUNCH ▼

Custom - Other: 3 Hours

Status: ○

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Overview

Do you sometimes feel like you are not getting the whole message when someone talks to you? If you have problems receiving information that is verbally communicated, this is the course for you. This course will familiarize you with the communication and listening processes, and how listening functions within communication. You will discover the factors and variables that influence communication and listening and learn strategies to overcome weak listening skills. You will then apply these skills to business-based examples. Knowing the basic communication and listening processes will make you aware of where communication can be adversely affected.

Library ID

ID: ZCOM0151

Target Audience

A person at all levels of an organization. This course is particularly useful to those who need strong listening skills, such as managers and team members, to be effective in the workplace.

Objectives

The Listening Process

- identify the benefits of understanding the listening process.
- identify aural and visual information, given examples.
- match the type of attention problem to its description.
- match each common cause of misassigning meaning to its description.
- identify examples of the factors influencing the listening process.

Improving Your Listening

- recognize the benefits of improving personal listening skills.
- identify the best practices for listening to yourself.
- match the strategies for effectively listening to others with an example of each.
- use strategies to listen effectively to another person in a given scenario.
- identify strategies for effectively handling emotional "hot buttons."
- use the strategies for effectively handling emotional "hot buttons," given a scenario.

Getting Others to Listen

- identify the benefits of getting others to listen.
- identify nonverbal behaviors that speakers can use to encourage others to listen.
- identify the guidelines for encouraging others to listen.
- use the guidelines to encourage others to listen in a given scenario.
- apply the strategies that encourage others to listen during a confrontation, given a scenario.

Listening in Professional Situations

- identify the benefits of listening effectively in professional situations.
- select the best practices for taking good notes.
- select the best practices for listening effectively to lectures and presentations.